



COMMONWEALTH of VIRGINIA
DEPARTMENT OF PROFESSIONAL AND OCCUPATIONAL REGULATION

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LOUISE FONTAINE WARE
DIRECTOR

SANDRA WHITLEY RYALS
CHIEF DEPUTY

DIRECTOR'S POLICY

#100-14

PUBLIC SERVICE HOURS

DEPUTY DIRECTORS
JAMES L. GUFFEY
Enforcement

STEVEN L. ARTHUR
Administration & Finance

KAREN W. O'NEAL
Regulatory Programs

EFFECTIVE DATE: May 21, 2003

APPROVED BY:

I. HISTORY

This is the first Department policy to establish public service hours

II. PURPOSE

The purpose of this policy is to establish the Department's public service hours for reference in other agency policies

III. POLICY

The Department of Professional and Occupational Regulation public service hours are 8:15 a.m. to 5:00 p.m. Monday through Friday with the exception of those days when state agencies are closed for holidays, inclement weather or emergencies

IV. DEFINITIONS

None

V. PROCEDURES

A. PUBLIC SERVICE HOURS ESTABLISHED BY THE DIRECTOR

The Director of the Department of Professional and Occupational Regulation shall establish the Department's public service hours in accordance with operational and customer service guidelines set for state agencies

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